

Floating Housing Support in Perth and Kinross: Referral Criteria

Floating housing support services are aimed at enabling vulnerable individuals who are at potential risk of losing their tenancy to live independently or to maximise their independence.

- Floating housing support is short term, flexible, responsive and aims to support people to achieve agreed outcomes.
- Floating housing support aims to be in place for around six to nine months with regular outcome reviews during that time.
- Floating housing support works with people to identify outcomes and then agree a plan which will enable individuals to build on their independent living skills, or support and increase an individual's ability to manage independently.

Floating housing support services will take an outcomes focused approach to support planning which allows staff to engage with service users in a person centred way and is structured using a consistent outcomes focused framework.

An outcomes focused approach will measure mile stones and evidence progress in the following areas:

- Accommodation
- Health – physical and mental health
- Safety and Security
- Social and economic well being
- Employment and meaningful activity

People likely to use floating support services

Floating housing support services will usually be prioritised for vulnerable people at risk of losing their accommodation as a result of at least one of the following needs:

Mental health issues
Substance use issues
Offending behaviour
New to their own tenancy

Fleeing domestic abuse
At risk of rough sleeping/homelessness
Anti-social behaviour

Levels of support

At the point of referral a broad assessment of the individual's desired outcomes will have been noted on the referral form by the initial referrer. Referrals are received by the Planning and Commissioning Team from housing, health, community care, community safety, third sector partners and others. Self-referrals will also be accepted where an individual has self-assessed as being in need of support. A detailed follow up assessment where goals are identified and plans developed to reach outcomes will be conducted by floating housing support providers, after allocation of referral by the Planning and Commissioning Team.

The levels of support at the initial assessment stage is described below using high, medium or low as indicators. For the majority of people there will be a gradual reduction in the level of support over time. However, for others we recognise that their support needs may fluctuate. Under these circumstances, support can be ended when the individual's outcomes are achieved but they may need the flexibility of a fast track back into the service should their circumstances change.

| Level of Support | Example of Support Provided |
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| High e.g. frequent contact | Increased level of assertive outreach <ul style="list-style-type: none"> • Support to move into property – setting up rent account, dealing with utilities • Harm reduction information (mental health/substance misuse) • Crisis intervention – relapse / at their most vulnerable • Responding to adhoc presentations and crisis management • Attending emergency appointments e.g. court, doctor • Support to make and amend all appointments • Housing support – support to develop and set up systems which will allow independent payment of bills, house-keeping and hygiene, budgeting & arrangements for food shopping, healthy eating, door management, being a good neighbour • Introduction to community resources – library, GP, leisure centre • Benefit maximisation – rent, debts |
| Medium e.g. less frequent contact | General mix of high and low support needs <ul style="list-style-type: none"> • Support skills development and encouragement to gain structure to day. • Working to medium and longer term goals e.g. developing a WRAP or working to one already created. Responding to relapse. • Housing support – encouraging responsibility in the home and being a good neighbour. • Emotional support. • Integration with other support networks e.g. fellowship, mental health services, family etc. |
| Low e.g. contact when required | Low support - general emotional support <ul style="list-style-type: none"> • Prompting and encouragement to attend voluntary work/college/day service. • Individual demonstrates greater levels of autonomy and independence. • General check-up / reassurance / |

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Actions to support outcomes

Providers will develop outcome focused support plans with individuals which are required to be reviewed and measured regularly.

| Outcome | Activities | Examples |
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| 1 Accommodation/property related | 1 support to maintain the safety and security of the dwelling | -Advice on repair work -Assistance to access handyman services -Advice on using cooker, iron etc safely to avoid health and safety risks -Security of dwelling- advice and assistance to obtain and install technology |
| | 2 support in setting up and maintaining accommodation | -Assistance with completing forms and claim benefits -Assistance to move and settle in -Assistance with setting up direct debits to pay rent -Assistance/enabling support/advice to keep outside and inside of property up to standard |
| 2 Health (Physical and / or Mental and addiction) | 1 Support individuals to maintain their health and wellbeing | -Support individuals to keep appointments with GP, CPN or other health professionals -Support in gaining access to relevant health professionals -Liaise with statutory services where necessary - Develop outcomes focused support planning in conjunction with service user |
| | 2 Assist/support individuals who display anti-social behaviour | -Sign post to relevant agencies for support -Assist/advise/general counselling |

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| | | <ul style="list-style-type: none"> -Liaise with relevant parties/stakeholders to resolve issues -Attend multidisciplinary meetings on individual's behalf or with individual -Develop risk based support plan |
| | 3 Support individuals to increase their understanding of changes in health and wellbeing | <ul style="list-style-type: none"> - Monitoring changes in health and wellbeing and take appropriate steps to intervene in order to prevent decline -Signposting to groups/activities in the community which could aid understanding; i.e. Recovery College -Attend multi-disciplinary meetings |
| | 4 Support individuals to access aids and adaptations which could increase independence in daily living | <ul style="list-style-type: none"> - Referring to relevant statutory bodies for assessment |
| 3 Security and Safety | 1 Support individuals who are exposed or have been exposed to domestic violence or harassment and abuse | <ul style="list-style-type: none"> -Provide advice/signpost to relevant support through statutory bodies (police, social work etc) -Support individuals to find safe accommodation -Support and assist individuals to secure their dwelling -Assist with access to technology to secure their dwelling -Support/assist/signpost where language is an issue -Develop risk based support plan |
| | 2 Support individuals to manage any legal issues | <ul style="list-style-type: none"> -Assist/support to address unresolved legal issues, pending convictions and court attendance -Assist/support with completing forms or/any other administration issues in relation to legal issues -Assist/support service users to access |

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| | | advocacy/citizen advice bureau. |
| | 3 Support individuals to obtain and use relevant assistive technology or alarm systems to keep safe | -Assist to contact relevant stakeholders/agencies to make available technology/systems |
| | 4 Support /assist individuals to obtain/make use of emergency procedures/aids and adaptations for prevention/protection in an emergency | -Assist service users to use literature on emergency procedures -Provide literature (in easy read) if required |
| 4 Social and Economic | 1 Support/assist individuals to develop life skills required to live independently | -Assist/sign post to access/become involved in healthy living and healthy living skills -Assist/provide advice with regards to making relevant life style choices -Support /assist individuals to develop relevant skills such as shopping, cooking and general house keeping |
| | 2 Support individuals to maximise their income | -Assist individuals with completing relevant application for benefits -Sign post/assist to access welfare rights and other relevant agencies which provide advice on income maximisation -Assist/support individuals in dealing with any finance related activities and correspondence |
| | 3 Support individuals to participate in leisure/sport activities | -Sign post/assist individuals to make links with community based courses/activities/groups in order to participate this includes cultural and religious events |
| | 4 Support individuals to develop their local networks and family connections | -Sign post/assist individuals to access groups/activities based in the community -Assist individuals where appropriate to make links with family members |
| | 5 Support individuals to disengage from unhealthy relationships | -Liaise with relevant stakeholders -Attend multi-disciplinary meetings with individual or on behalf of individual -Provide general counselling and advise where appropriate |

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| 5 Employment/meaningful activities | 1 Support individuals to access and maintain meaningful activities including employment, training, education and volunteering opportunities | -Liaise with relevant stakeholders/agencies -Assist/support individuals to attend relevant activities - Attend multi-disciplinary meetings on behalf of individual or with individual. |
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Outcomes not covered by floating housing support:

For the purpose of clarity the following tasks/activities are not covered under floating housing support:

- Physical assistance with washing, bathing, shaving, toileting, feeding, personal care
- Therapeutic programmes e.g. specialist counselling for bereavement, abuse, relationships, drug and alcohol misuse.
- Intensive housing management e.g. Issuing and enforcing occupancy agreements or organising & repair of properties or contents where this is a landlord responsibility.
- Childcare
- Supervision of court orders and probation programmes e.g. monitoring of curfew
- Participating in Drug Treatment and Testing Orders
- Provision of formal education
- Assessment of service users on behalf of social services
- Statutory after-care service
- Household tasks such as shopping or cleaning
- Transport to appointments